

VOLUME II

CHAPTER 3

ADMINISTRATIVE AND OPERATING PROCEDURES

300. PURPOSE :

This chapter prescribes administrative requirements and outlines operating procedures for all PSCs and UMRs to include responsibilities of unit commanders, PSC supervisors, postal officers, mailclerks, and mail orderlies.

301. RESPONSIBILITIES

1. Unit Commanders shall:

a. Provide adequate space and equipment necessary for the proper handling and security of the mail. (See paragraph 309.4 for specific requirements.)

b. Ensure that mailclerks or mail orderlies have enough time to do mail-handling duties efficiently.

c. Check mailrooms periodically for ensuring orderly maintenance.

d. Ensure personnel residing in housing or billeting where USPS provides delivery service are receiving their personal mail at their quarters address and not through the unit mailroom. DoD resources or personnel may not be used to do duties which, by law or agreement, are the responsibility of USPS. (See paragraph 404.1a for exceptions.)

e. Keep personnel informed of the expected standard of mail service.

f. Report and take required action on postal offenses and losses per Chapter 7 of this Manual.

g. Ensure that unit personnel notify the UMR or PSC when change in status affects their mail delivery. (Leave, TDY or TAD, hospital, when changing address, etc.)

h. Ensure, before unit deployment, liaison with the local serving post office to establish any required mail routing changes.

2. Unit Postal Officers and PSC Supervisors shall:

a. Develop and issue SOPS to cover as a minimum:

(1) Security, including protection of mail and postal effects, access to mailroom work areas, and mail transportation requirements.

(2) Emergency destruction of mail (overseas only).


(3) Delivery of mail during field exercises (if applicable).



- b. Monitor training of mailclerks and mail orderlies.
- c. Ensure mail is handled correctly and timely.
- d. Ensure mail directory files and mailroom records are maintained properly.
- e. Ensure mailclerks and mail orderlies understand and comply with current postal directives.
- f. Conduct weekly unannounced inspections of PSCS, UMRs, and mail handling areas utilizing the checklist in Appendix C. Do not-establish a pattern. Inspect on different days of the week.
- g. Ensure a notice is displayed in a prominent place outside the entrance to PSCS or UMRs showing the times mail generally is available for delivery or when mail call is conducted. DD Form 1115, "Mailroom," may be used for this purpose. In addition to the above, a sample address of--personnel receiving mail through the activity also shall be prominently displayed.
- h. Notify the commander of the serving postal activity immediately of all suspected or known postal offenses and losses.
- i. Control entry of PSCs and UMRs to only those personnel authorized by the commander, or by higher command instructions.
- j. Ensure USPS equipment is used only for its intended purpose. USPS mailbags only shall be used for transporting mail. Empty mailbags shall be returned to the serving postal activity daily.
- k. Verify weekly, that accountable mail received has been delivered under the provisions of paragraph 406. This requirement does not apply to PSCS when they are a section of an MPO, or those not handling accountable mail.
- 1. Ensure that personal mail that does not qualify for delivery . thru the PSC or UMR is correctly directorized and forwarded in a timely manner.

3. Mailclerks shall:

- a. Provide mail service and operate the PSC or UMR under current regulations.
- b. Safeguard mail at all times.
- c. Maintain an up-to-date mail directory file of all personnel being served, scheduled to arrive, and those that have been transferred during the last 6 months (3 months for personnel who were on temporary duty, a projected gain who has been canceled, or trainees stationed less than 6 months at a training base).



d. Perform prompt directory service on all undeliverable mail and expeditiously return it to the serving post office, but no later than the following workday after receipt.

e. Deliver accountable mail and properly maintain accountable mail records when the provisions of paragraph 406 are implemented.

f. Correct all discrepancies noted on mailroom inspections as soon as possible.

g. Report known or suspected postal offenses to the unit postal officer or commander immediately.

NOTE : When approved by the MACOM, items in paragraphs 301.3c through 301.3e may be excluded if done by a higher level of postal activity (e.g., military post office, mailroom, or consolidated mailroom).

4. Mail orderlies shall:

a. Pick up mail at times specified.

b. Safeguard mail at all times.

c. Deliver personal mail only to the actual addressee and official mail (as defined in paragraph 403) only to individuals authorized by the commander. Mail orderlies (except U.S. Navy mail orderlies) are not authorized to deliver personal accountable mail to addressees.

d. Place undeliverable mail in a designated, securely locked container. If undeliverable mail cannot be secured properly, return the mail daily to the UMR or post office as applicable. If returned to the UMR or post office, give the reason for nondelivery; for example, temporary duty, leave, or absent without leave (AWOL).

e. Report any known or suspected postal offenses and irregularities to the unit postal officer or commander.

NOTE : Traditionally, the U.S. Navy has used the term "mail orderly" not "mailclerk" as used by the other services. For this manual, the terms "mailclerk" and "Navy mail orderly" are synonymous and shall have identical meaning. Personnel designated as mail orderlies in the U.S. Navy shall comply with the provisions of this Manual relating to both mailclerks and mail orderlies.

302. QUALIFICATIONS OF MAILCLERKS AND MAIL ORDERLIES:

1. All personnel doing mail handling duties in other than a section of an MPO shall be designated as a "unit mailclerk" or "unit mail orderly." These personnel shall meet the following qualifications:

a. Be a U.S. citizen and be eligible for a SECRET clearance (an Entrance National Agency Check (ENTNAC) or National Agency Check (NAC) is on file) if required to handle registered mail.

b. Have no record of the following:

(1) Conviction by court-martial.

(2) Punishment under Article 15 (Title 10, U.S.C., Chapter 47, "The Uniform Code of Military Justice", reference (b)) involving a postal related incident in the last 12 months.

(3) Civil convictions other than minor traffic violations.

c. Have no record of derogatory information or unfavorable conduct casting doubt on the individual's trustworthiness and integrity.

d. Be evaluated as not having a psychiatric, alcoholic, or drug abuse condition based on a review of personnel and medical records.

e. Have not been relieved of postal duties for cause.

2. Non-DoD agencies receiving mail thru military postal activities shall designate unit mail clerks on DD Form 285's which will be provided by the serving military postal activity. Mail clerks appointed by these agencies must meet the specifications established by the appointing agency.

3. Foreign nationals may be appointed as unit mailclerks or mail orderlies provided the requirements of paragraphs 301.1 or 301.2 are complied with. Foreign nationals appointed as unit mail clerks or mail orderlies shall not be authorized to purchase stamps or money orders for unit personnel unless the foreign national is an authorized user of the MPS. (See paragraph 308.)

303. DESIGNATION OF MAILCLERKS, MAIL ORDERLIES, AND UNIT POSTAL OFFICERS

1. Commanders or their designated representatives shall designate unit mailclerks. Mail orderlies may be designated by responsible officials for those offices and activities requiring mail orderly service. Designations shall be accomplished using DD Form 285 before personnel assume mail-handling duties. The number of designated mailclerks or mail orderlies and alternates shall be held to a minimum, consistent with the requirement to handle mail efficiently and effectively. A minimum of one primary and one alternate always shall be designated.


2. Unit postal officers and alternates shall be designated in writing by the commander. DD Form 285 shall not be used for this purpose. However, postal officers involved in mail handling duties shall require a DD Form 285 to do those duties.

3. Designations do not require renewal if the designating official changes.

304. TRAINING REQUIREMENTS

1. Before entering into mail-handling duties, all selected personnel shall be instructed in the proper performance of these duties.

2. Upon designation, postal officers, unit mailclerks, and unit mail orderlies shall complete mail service training. Training shall emphasize the



importance of safeguarding mail, handling of accountable mail, timely delivery, and the serious consequences of negligence of duty.

3. Training shall be accomplished through proficiency training programs and locally-developed training courses or instructions.

305. CONTROL AND MAINTENANCE OF DD FORM 285

1. After designation of selected personnel, all copies of DD Form 285 shall be validated by the serving postal activity. Validation shall be per block 10 on the DD Form 285. Initials of the validating official and date may be used if activities do not possess an all-purpose date stamp or seal. Uniformity shall be maintained in validating DD Form 285.

2. DD Form 285 shall be completed in triplicate and a copy provided to each of the following:

- a. The unit mailclerk or mail orderly.
- b. The unit files (Unit Mail Room).

Note: A DD Form 2260, "Unit Mailclerk/Mail Orderly Appointment Log," may be used for unit files instead of a completed DD Form 285. (See paragraph 306.2)

c. The serving postal activity. (The serving postal facility may require more than one copy.)

3. Mail handling personnel shall carry their DD Form 285 when performing mail-handling duties and shall present it when receipting for mail. The serving postal activity may refuse to give mail to the holder of a DD Form 285 for cause at any time. The unit commander shall be notified immediately of any such refusal and the reason for the action.

306. RELIEF OF DESIGNATED PERSONNEL

1. When designated personnel are relieved, their DD Forms 285 shall be retrieved and destroyed by the designating authorized official. The authorized official shall place the revocation date on the unit copy that shall be retained on file for 2 years and immediately notify in writing the serving postal activity of the revocation date. The serving postal activity shall retain the revoked copy for 2 years after revocation date.

2. If DD Form 2260 is used to record appointments and revocations, an accountable number shall be assigned each appointment and entered on DD Form 285 in block 2 (revocation date). Those numbers shall be assigned and entered into the log in numerical sequence. Upon revocation of appointments, the revocation date shall be entered in the log and all copies of DD Form 285 for that appointment shall be destroyed (except the serving postal activity copy). Appointment logs shall be retained for 2 years after the last entry on the log has been revoked.

307. UMR AND PSC INSPECTIONS

1. UMRs and PSCS shall be checked daily by supervisory personnel to ensure that Mail is handled correctly and promptly.

2. Supervisory personnel also shall do weekly self-inspections (document inspections as required by the applicable military service) to include, but not limited to an examination of the following:

- a. Compliance with current postal policies and procedures.
- b. Maintenance of directory files and unit postal records.
- c. Mailroom security.

3. The Postal Officer, MPO Supervisor, or a designated representative of the serving military postal activity shall conduct unannounced inspections of all DoD operated PSCS or UMRs which he or she serves. MPO supervisors are not responsible for conducting inspections of mailrooms operated by non-DoD agencies. PSCS in CONUS shall be inspected by the installation commander's designated representative. Inspections shall be conducted at least quarterly using Appendix C or a similar checklist. These inspection requirements do not apply to PSCS when they are a section of an MPO. Applicable inspection requirements are outlined in Volume I, Chapter 11.

4. USPS postal inspectors may inspect UMRs and PSCS on request from or on approval of responsible commanders. Proper identification shall be checked before allowing inspection personnel access to mail-handling areas.

308. PURCHASE OF USPS MOS AND STAMPS BY UNIT MAILCLERKS AND MAIL ORDERLIES

1. When the demands of the military make it impractical or unreasonable for individuals to purchase MOS and stamps personally, commanding officers may authorize mailclerks or mail orderlies to accept personal funds from personnel in their organization to purchase MOS and stamps. When such funds are handled, the mailclerk or mail orderly shall provide a cash receipt to the individual from whom the funds are accepted. When delivering stamps or MOS, the mailclerk or Mail orderly shall obtain a receipt from each person to whom the MO or stamps are delivered. DD Form 1118, "Unit Mail Clerk's Receipt for Funds and Purchase Record," or appropriate form shall be used for these transactions (do not fill in the Social Security Account Number). Prepare the form in duplicate. If a mailclerk or Mail orderly transfers funds to another mailclerk or mail orderly for the purpose of making a purchase, a cash receipt shall be exchanged each time a transfer is effected. At each command where the Mailclerk or mail orderly is authorized to handle funds of this nature, the mailclerk's and mail orderly's copies of receipts shall be retained in the unit files.

2. Mailclerks or mail orderlies are prohibited from placing MOS, stamps, or funds in envelopes or other correspondence containers for mailers. They also are prohibited from insuring articles for mailing as an accommodation to individuals unless such action is authorized specifically by the commanding officer. This restriction on personal service is necessary to avoid any question as to responsibility if MOS, stamps, or funds allegedly placed in correspondence containers are lost.

309. SECURITY OF MAIL

1. Loss of Mail. Mailclerks or mail orderlies may be held liable for any loss caused by their failure to handle mail properly. Mail handling areas and all receptacles for accountable mail shall be locked when responsible individuals are not physically present.

2. Delivery of Mail. Mail should be delivered only to authorized addressees, agents named in writing by addressees, or the serving postal activity. Mail may not be delayed, intercepted, opened, rifled, or left unattended when not in an authorized secure area. Mail service personnel may not remove stamps from mail entrusted to them.

3. Overnight Storage. UMRs that store official registered mail overnight shall have an approved security container that meets the requirements for storing Secret material.

4. Mailroom and PSC Structural Requirements. Mailrooms and PSCS shall be constructed to provide adequate space and security for the mail. Structural requirements are as follows:

a. Doors shall be provided with suitable locks and door hinges shall be mounted inside to prevent their removal from the outside.

b. Windows easily accessible from the outside shall be barred. Other windows shall be covered with heavy wire mesh.

c. Walls and ceilings shall be constructed of material that prevents forceable entry.

d. Receptacles, when used, shall be installed to prevent access to other receptacles or access from a customer service window.

5. Access. Access to the PSC or UMR shall be limited to those personnel conducting official business at the facility, including designated postal clerks, officers, enlisted members, and civilians on official inspections and visits (such as USPS Postal Inspectors). Maintenance personnel and work details shall be allowed access only when escorted or under constant surveillance by military postal personnel.

6. Control of Keys and Combinations

a. PSC'S or UMR's shall be locked at all times during nonduty hours or when not in use. Lobbies of postal facilities with installed receptacles should remain open during nonduty hours, when possible, to provide maximum postal service. The PSC and/or UMR supervisor shall be the custodian of the PSC and/or UMR keys and shall keep a current list of those postal personnel who are issued a key. The keys shall be strictly controlled and safeguarded at all times.

b. Combinations of containers used to store registered mail shall be changed annually, when there is a change of mailclerks, and when an actual or suspected compromise occurs.



c. Each duplicate key and each copy of a combination shall be sealed in a separate envelope or PS Form 3977, "Duplicate Key Envelope." The envelope shall be endorsed to show contents and shall be kept in a safe controlled by the commander or a designated representative. These duplicate keys or combinations shall be strictly accounted for. The individual holding the duplicate key or combination, and the individual holding the original key or combination shall sign across the flap of the sealed envelope. New envelopes shall be prepared when the combination or key accountability changes. When combinations are involved, enough wrapping shall be used to cover the contents preventing detection through the envelope.

7. Transporting Mail

a. A closed-body vehicle equipped with lockable doors shall be used to transport mail to-and-from mail service areas. When a closed-body vehicle is unavailable and another kind is used, mailclerks or mail orderlies shall ride in the compartment that holds the mail, if practical. If conditions prohibit personnel from riding in the compartment with the mail, visual contact shall be maintained with the mail at all times. Mail being transported in other than closed-body vehicles always shall be protected from the elements (inclement weather).

b. Privately owned vehicles may not be used to transport mail. If an emergency situation occurs requiring a privately owned vehicle to be used on a temporary basis, its use shall be requested by the unit commander and approved by the serving postal activity.

8. Privileged Nature of Mail and Postal Records:

The privacy of the mail may not be violated. Mailclerks or mail orderlies may not break or permit the breaking of the seal of any mail matter. Additionally, information regarding mail or postal records can be released only under certain circumstances. Contact the serving post office for assistance if the following applies:

- a. You are requested to provide a mail cover.
- b. An examination, search, or seizure of mail or postal records is attempted or requested. Notification of examination of records in compliance with inspection requirements outlined in paragraph 307 is not required.
- c. Authorities request a controlled delivery of mail.
- d. Damage, destruction, or forced entry occurs to the mailroom or Psc .
- e. Mail in the UMR or PSC is suspected of containing dangerous material.
- f. You are requested to release postal records that include names and addresses of personnel served.

310. Mail bombs

1. Postal personnel should be aware that a bomb can be enclosed in either a parcel or an envelope, with outward appearance limited only by the imagination of the sender. Mail bombs have exhibited the following unique characteristics that may assist postal clerks in identifying a suspected letter or parcel:

a. Mail bombs may bear restricted endorsements such as "Personal" or "Private."

b. The addressee's name and/or title may be inaccurate.

c. Mail bombs may reflect distorted handwriting or the name and address may be prepared with homemade labels or cut-and-paste lettering.

d. Mail bombs may have visible protruding wires, aluminum foil, or oil stains and may emit a peculiar odor.

e. Mail bombs may have an excessive amount of postage stamps affixed.

f. Letter type bombs may feel rigid or appear uneven or lopsided.

g. Parcel bombs may be unprofessionally wrapped with several combinations of tape used to secure the package and may be endorsed "Fragile-Handle with Care" or "Rush-Do-Not-Delay."

h. Parcel bombs may make a buzzing, ticking, or sloshing noise.

2. If a postal clerk is suspicious of a mailing and is unable to verify the contents with the addressee or sender:

a. Do not open the article.

b. Isolate the article and evacuate the immediate area.

c. Do not put in water or a confined space such as a desk drawer or a filing cabinet.

d. If possible, open windows in the immediate area to assist in venting potentially explosive gases.

3. If there is any reason to believe a letter or parcel is dangerous, do not take a chance or worry about possible embarrassment if the item turns out to be innocent. Contact your local military law enforcement officials for assistance.

311. COMPLAINTS AND INQUIRIES

1. Customers shall be encouraged to report dissatisfaction with mail service, instances of loss, rifling, and other mistreatment of mail. Refer to Chapter 7, if a postal offense may have been committed.

2. Complaints shall be provided prompt attention and resolution. Request assistance from the serving post office when necessary. MPOS shall refer to Volume I, Chapter 8 for additional instructions.

312. USPS FORMS AND LABELS:

Obtain USPS forms and labels from the serving postal activity. Nonpostal equipment and supplies shall be obtained through normal procurement channels.

313. SERVICE STANDARDS

Mailclerks and mail orderlies can improve service by advising their customers to do the following:

a. Inform correspondents and publishers of correct mailing address including delivery receptacle numbers.

b. Submit change of address cards immediately after a new address is known.

c. Notify the responsible mailclerk or mail orderly when departing on leave or temporary duty.

d. Report inadequate mail service or other mail-related problems to the postal officer, mailclerk, or mail orderly.